

Informed Consent

For Children's Services

Contact us

You can contact the Children's Hub by letter, telephone, textphone, or e-mail. If you want to speak to someone in person, come in to reception at the Civic Centre and ask to see a duty social worker. If English is not your first language, we will find an **interpreter**. An interpreter is someone who can speak in your chosen language and find out what you need to know.

To contact the Children's Hub:

Telephone:	01429 284284
Text phone:	01429 284130
Email:	childrenshub@hartlepool.gov.uk
Post:	Child and Adult Services Hartlepool Borough Council Civic Centre Victoria Road Hartlepool TS24 8AY

Our opening times

We open at 8.30 am every weekday. We close at 5 pm Monday to Thursday. On Fridays, we close at 4.30 pm.



How we aim to support you.

We aim to work with families to help them achieve their goals.

In the past, when families have had reason to access services, they would have to work with a number of professionals, plans and appointments. This could be confusing.

This approach means you will still be offered the same level and quality of support however by sharing your information more effectively with our partners, we can make sure that:

- Only those workers that need to be are involved with your family
- We try to limit the number of visits you receive from workers and/or the number of meetings you and your family need to attend
- You are asked as a family what your goals are
- You only have one, clear plan to help you achieve those goals

Why do we need to share information?

Hartlepool Borough Council and its partners want to make sure that you and your family receive all the services you need, when you need them. Sharing your information will help us to give you the best advice about services in Hartlepool and will allow your Lead Worker to find you the best support quickly when you need it.

To help us do this, Hartlepool Borough Council and our partners want to share your personal information with each other. The sharing of information will usually happen during meetings which you and your family will be invited to.

Your personal information will be stored securely by Hartlepool Borough Council on an electronic system which only those people who are involved in delivering services to you will be able to access.

We will only share your personal information for the purposes mentioned in this leaflet where you have given consent unless the law says we have to share it or we believe we must share it e.g. where an adult, child or young person is at risk of harm or to prevent/detect crime.

From time to time we may need to share your family's personal data with other Government bodies for statistical and research purposes e.g. The Department of Communities and Local Government. This information is only used for research purposes and will not be used to identify you or make any decisions affecting you or your family.

You can withdraw your consent at any time however this will limit how we can support you. This will be discussed with you at the time.

Your personal information will be stored securely and kept for as long as the law says we must. You have the right to see any information we hold about you. If you would like to see your information you can call 01429 523182, email freedomofinformation@hartlepool.gov.uk or write to Information Access Requests, Legal Services Division, Civic Centre, Hartlepool, TS24 8AY.

What information will be shared?

The following are examples of the type of information that might be shared between our partners with your consent.

- Benefits that you are getting or may be entitled to. For example information about when your benefits are due for review, any conditions of your benefit and when these may change, qualifications, work history and career aims to support you in finding work.
- Transport issues such as access to transport.
- Housing matters such as your tenancy type, rent arrears and any housing related anti-social behaviour orders.
- Family matters such as relationships, children and step-children, family routines and environment.
- Health information such as disabilities, illnesses, mental health problems, addictions or dependencies and any support you receive.
- School attendance and qualifications.
- Relevant Police and Probation information such as any conditions you are under, previous convictions, police involvement at your address.

We will only ever share the minimum amount of information needed to be able to deliver services to you, to keep you and your children and family safe and to meet our legal duties.

Hartlepool Borough Council and Our Partners

Internal Services

- Children's Centres
- Early Help Services
- Children's Social Care
- Adult Social Care
- Youth Support Services
- Revenues and Benefits
- Community Safety
- Hartlepool Youth Offending Service
- Hartlepool School Attendance Team

External Partners

- Health providers e.g. Hospitals, GPs, Health Visitors, Midwives, Family Nurse Partnership, School Nursing, Mental Health and Emotional Wellbeing services including CAMHS, Drug and Alcohol Services, North East Ambulance Service
- Relationship and Domestic Abuse services
- Food banks, Credit Unions, DWP, Job Centre Plus
- Thirteen Housing Group and other social and private landlords
- Cleveland Police, including Protecting Vulnerable Persons Department
- National Probation Service, Community Rehabilitation Companies
- Cleveland Fire and Rescue Service
- Hartlepool Nurseries, Schools, Academies, Colleges and other childcare and education providers.

Consent Form

Please make sure you read this leaflet BEFORE signing the consent form. If there is anything you are unsure of, please ask.

I have read and understood the Informed Consent booklet and I am happy to consent to my information being shared and stored as explained in the booklet.

I have parental responsibility for a child under the age of 18 and I am happy to consent to my child's information being shared and stored as explained in the booklet.

Children aged 14 or over can sign this consent form in their own right if they have the capacity to do so.

Name	Relationship	Signature	Date

Is there any service/person you do not want us to contact or share your information with?

Your data will be processed in accordance with the DPA 1998. HBC are registered with the Information Commissioners Office and agree to treat your information as confidential and will not share with other organisations without your consent unless you or another person may be at risk of harm or the law requires us to do so.

